Kindle Troubleshooting

How to reboot a Kindle Keyboard

There are two ways to restart the Kindle Keyboard:

1. Press ‘Home’, ‘Menu’, ‘Settings’, ‘Menu’, ‘Restart’.
2. Slide and hold the power switch for 20 seconds.

How to reboot a Kindle

There are two ways to restart the Kindle Keyboard:

1. Press ‘Home’, ‘Menu’, ‘Settings’, ‘Menu’, ‘Restart’.
2. Press and hold the power switch for 15 seconds.

Kindle has lines on the screen

The Kindle may have been affected by electromagnetic interference, which can usually be resolved by restarting the device using the procedure listed above.

Kindle not playing any sounds

The new Kindle does not have any audio facilities at all. For the Kindle Keyboard check the following:

1. Check the volume setting (located next to the power switch on the bottom of the Kindle Keyboard).
2. Ensure Voice Guide / Text to Speech are turned on via the menu if required.
3. Ensure all audio files are in mp3 format, and the file extension is mp3 (connect Kindle to a computer via the USB cable to check)

I’ve forgotten my Kindle Device Password

When prompted for the password type “resetmykindle” and press enter. This will remove all content from the Kindle – you’ll need to re-register it to your Amazon account to download the items in your Kindle Library.

Kindle not syncing “last page read” across devices

1. You must press ‘Home’ before turning off your Kindle for the “last page read” to work. Putting the Kindle into sleep mode instead of turning it off will have the same effect and the power consumption in sleep mode is the same as being powered off.
2. You must have an active wifi or 3G connection
3. Synchronisation must be turned on in your Amazon account on the website. Select ‘Manage Your Kindle’ and ‘Manage synchronisation between devices’.

Where do I find my serial number?

1. Press ‘Menu’
2. Select ‘Settings’ - the serial number will be displayed at the bottom of the screen.

Documents emailed to my Kindle don’t appear on the device?

1. Check you have a working wifi or 3G connection.
2. The sender’s email address must be entered on the “Approved e-mail” list via the “Manage Your Kindle” page on the Amazon website.
3. If using the paid-for service you will need to ensure that an active payment method has been setup on your Amazon account.
4. If using the free service then ensure you are using the correct email address (e.g. joe99@free.kindle.com).
5. Ensure the file is being sent in a format that can be converted for the Kindle – (e.g. unprotected PDF, TXT, unprotected MOBI, PRC, HTML, DOC, RTF, JPEG, GIF, PNG, BMP)

Who do I contact for help with my Kindle?

Contact Amazon on 0800 4962449